

## Declaration and Power of Attorney for a Patent Application

### Declaration

As below named inventor, I hereby declare that my residence post office address, and citizenship are as stated below my name. Further, I hereby declare that I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

PROACTIVE CALL AND CONTACT CENTER SYSTEM

the specification of which:

☒ is attached hereto, or  
 ..... was filed on ..... as application serial no. .... : and  
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I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above; and

I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, Section 1.56(a).

### Foreign Priority Claim

I hereby claim foreign priority benefits under Title 35, United States Code Section 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

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## Power of Attorney

As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent Trademark Office connected therewith.

James P. Hao	Registration No.: 36,398
Anthony C. Murabito	Registration No.: 35,295
John P. Wagner	Registration No.: 35,398
Glenn D. Barnes	Registration No.: 42,293
Rick G. Brewster	Registration No.: 35,077
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John F. Ryan	Registration No.: 47,050
William A. Zarbis	Registration No.: 46,120
Matthew J. Blecher	Registration No.: 46,558
Lawrence R. Goerke	Registration No.: 45,927

Send Correspondence to:

**WAGNER, MURABITO & HAO LLP**  
Two North Market Street  
Third Floor  
San Jose, California 95113  
(408) 938-9060

## Signatures

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full Name of Sole/First Inventor: **Mark Buonanno**

Inventor's Signature \_\_\_\_\_ Date \_\_\_\_\_  
Residence Sunnyvale, CA Citizenship USA  
(City State)  
P.O. Address 1113 Knickerbocker Drive, Sunnyvale, CA 94087

Full Name of Second/Joint Inventor: **Michael Swailes**

Inventor's Signature \_\_\_\_\_ Date \_\_\_\_\_  
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713 U.S. PTO  
09/766175  
01/18/01

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Inventor's Signature Michael Swailes Date 12 Jan 2001

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Inventor's Signature x D. Mark G. Buonanno Date x 12/27/2000

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(City State)

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Full Name of Third/Joint Inventor: Steve Quatrano

Inventor's Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Residence Lexington, Massachusetts Citizenship USA  
 (City State)  
 P.O. Address 76 Bloomfield Street, Lexington, MA 02421

Full Name of Fourth/Joint Inventor: Jean Seo

Inventor's Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Residence \_\_\_\_\_ Citizenship \_\_\_\_\_  
 (City State)  
 P.O. Address \_\_\_\_\_

Full Name of Fifth/Joint Inventor: Chris Shenefield

Inventor's Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Residence Oakton, Virginia Citizenship USA  
 (City State)  
 P.O. Address 2807 Rifel Ridge Road, Oakton, VA 22124

Full Name of Third/Joint Inventor: **Steve Quatrano**

Inventor's Signature \_\_\_\_\_ Date \_\_\_\_\_  
Residence **Lexington, Massachusetts** Citizenship **USA**  
(City State)  
P.O. Address **76 Bloomfield Street, Lexington, MA 02421**

Full Name of Fourth/Joint Inventor: **Jean Seo**

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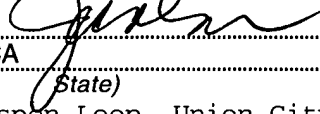
Full Name of Fifth/Joint Inventor: Chris Shenefield <sup>ccs</sup>

Inventor's Signature x Ch Shenefield Date x 1-3-01  
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STEPHEN P. QUATRANO S.P.

Inventor's Signature

*[Signature]*

Date

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